

Charlie Norwood VA Medical Center

Voluntary Service

706-731-7208



Uptown Division (UD)
1 Freedom Way
Augusta, GA 30904

Downtown Division (DD)
950 Fifteenth Street
Augusta, GA 30904



Athens, GA CBOC
CBOC

Statesboro, GA CBOC

Aiken, SC

Volunteer Handbook

Welcome

Welcome to our team! As a volunteer at the Charlie Norwood VA Medical Center (CNVAMC), you are vital to our health care center's success. The kind of care and concern you bring to our Nation's Veterans cannot be bought with money. Volunteers are proof that people do care about other people.

You are on the front lines, ready with warm smiles and helping hands. Your compassion makes our Veterans feel at ease, and your service truly makes a difference in how he or she feels about their care here at CNVAMC.

This handbook has been prepared to tell you about the VA Voluntary Service program and its functions as an integral part of the Charlie Norwood VA Medical Center. It also answers many questions that relate to volunteer work throughout the CNVAMC.

Volunteers play a major role in helping us provide excellent quality care to Veterans. As you move forward in this program, I welcome your comments and suggestions for improving our service to Veterans. Your input will assist us as the Medical Center strives to give Veterans the very best care anywhere. I thank you for your caring support and dedication in service to Veterans.

Sincerely,

Bob Frasier

Robert D. Frasier
Chief, Voluntary Service

Table of Contents

Welcome.....	1
About This Facility.....	3
What is VAVS?	5
Volunteer Guidelines.....	5
Volunteer Rights.....	8
Volunteer Responsibilities.....	9
Customer Service.....	10
Distributions.....	10
Volunteer Transportation Network.....	11
Summer Youth Volunteer Program.....	11
Equal Opportunity.....	12
Ethics.....	12
Patient Rights.....	13
Political Activity.....	13
Pastoral Care.....	14
Privacy and Confidentiality.....	14
Patient Abuse.....	17
Safety.....	17
Fire and Safety Procedures.....	18
VA Police.....	19
Medical Emergency – Rapid Response Team....	19
Infection Control.....	20
Suicide Prevention.....	21
Veteran Populations.....	23

About this Facility

The Charlie Norwood VA Medical Center is a two-division Medical Center that provides tertiary care in medicine, surgery, neurology, psychiatry, rehabilitation medicine, and spinal cord injury. The Downtown Division is authorized 155 beds (58 medicine, 37 surgery, and 60 spinal cord injury). The Uptown Division, located approximately three miles away, is authorized 315 beds (68 psychiatry, 15 blind rehabilitation, and 40 medical rehabilitation). In addition, a 132-bed Restorative/Nursing Home Care Unit and 60 domiciliary are located at the Uptown Division. In 2004, two Active Duty Rehabilitation Units were opened to treat OEF/OIF active duty military personnel.

The Charlie Norwood VA Medical Center prides itself on continually improving and expanding its health care knowledge.

Mission

To serve our Veterans with Care, Compassion, and Commitment!

Vision

Charlie Norwood VA Medical Center will be recognized locally, regionally, and nationally as a leader in quality patient care, positive customer service, medical/allied health education, health-related research, and employment opportunities.

Values

Integrity: Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment: Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy: Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect: Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

Community-Based Outpatient Clinics (CBOC)

In addition to our main facility in Augusta, we offer services in three community-based outpatient clinics. These clinics are located in —

- Aiken, South Carolina
- Athens, Georgia
- Statesboro, Georgia

What is VAVS?

“VAVS” stands for Department of Veterans Affairs Voluntary Service or VA Voluntary Service. VAVS is a plan for community participation in the VA’s program for providing health care and treatment to our nation’s Veterans. Through this plan, community volunteer efforts are brought together and made a meaningful part of the program for patients in VA health care facilities. The Chief of Voluntary Service plans with management and staff for the appropriate placement of individuals, groups, gifts, and resources so as to meet hospital-wide patient needs.

VAVS Volunteer Guidelines

The following guidelines will detail some of our procedures and expectations of volunteers. If you have any questions, please contact Voluntary Service.

1. ORIENTATION AND TRAINING

Complete scheduled orientation, followed by annual completion of attending the orientation or completing the training packet. Work site staff will provide on-the-job training for volunteer assignments.

2. SIGN-IN

To record your hours of service, and for the VA to be responsible for you in case of an accident, you must sign in through the Voluntary Service System (VSS). Computers are located in the following locations:

- | | |
|------------------------|---|
| Downtown Division (DD) | – 1st Floor Main Entrance Information Desk
-- Voluntary Service Office, Room 2B101 |
| Uptown Division (UD) | – Voluntary Service Office, Room 2A191 |
| Aiken CBOC | – Volunteer Office |
| Athens CBOC | – Sign in on paper log; fax to 706-731-7220 |

Personal time used to travel to and from the volunteer assignment does not count unless your assignment is the Volunteer Transportation Network (VTN). We will credit recorded hours to regularly scheduled (RS) volunteers and, if applicable, to the organization with which the volunteer is registered. Volunteers working in special programs in the community will notify their group leader or the Voluntary Service Office.

For occasional volunteers, we only credit hours to the organization through which they are volunteering - not the individuals.

When you sign in, please remember to include:

- The organization you volunteer with, if affiliated
- Your volunteer work assignment
- Total hours volunteered for the assignment (not including travel time)

3. RECOGNITION OF VOLUNTEERS

An annual volunteer recognition ceremony is held for all regularly scheduled volunteers. Voluntary Service issues awards.

4. LETTER FOR VOLUNTEER HOURS OF SERVICE PROVIDED

Upon request, Voluntary Service may provide a letter of acknowledgement for a regularly scheduled volunteer's completed hours of service.

5. VOLUNTEER ASSIGNMENT/WORK SCHEDULE

Please notify Voluntary Service of any changes to the volunteer assignment area so that the necessary changes to the recordkeeping system can be made. Please notify your work site supervisor of any changes in your volunteer work schedule; i.e., absence due to sickness, inability to continue schedule as originally planned. Volunteer assignment guides for all current volunteer assignments are at each CBOCs and in the Voluntary Service office.

Assignments are given for specific days of the week and areas of work. Changes of assignments should be coordinated through the Voluntary Service department. If you are unable to provide coverage for your service, please notify the service you are assigned, please leave the following information:

- Your name
- Placement area
- Day/s assigned
- Hours assigned
- Anticipated return date

6. VOLUNTEER MEALS

After a RS volunteer has completed 20 hours of service, they are then eligible for meal services in the form of a printed ticket (up to \$5.99 in value) for four (4) volunteer hours. The meal ticket can only be used the day that it is issued.

Note* Please notify a Volunteer Services Staff Member upon the completion of your first 20 volunteer hours

7. DRESS CODE

A professional image is projected by appearance, attitudes and behaviors, time management and written communication skills. Volunteers may wear business-casual attire, which is a version of traditional business attire with no sacrifice of professionalism. These include: slacks/pants; polo shirts, collared shirts, blouses, sweaters, turtlenecks (no exposed shoulders), business casual dresses or skirts, casual shoes. Tennis shoes are also acceptable, but must be presentable and not well worn. No open toed shoes can be worn in patient care areas.

Note* Dress code modification is subject to work assignment.

8. IDENTIFICATION

Medical Center approved identification badges must be visibly worn above the waist with the picture and name facing outward at all times. All RS volunteers will receive identification name tags, which they **MUST** wear for positive identification and meal authorization. VA policy requires that all staff, including volunteers, wear official VA identification at all times when conducting VA business. **Do not wear your name tag if you are visiting a loved one in the medical center or, if you are a veteran and are being seen as a patient.** In the advent that you terminate your volunteer assignment, you **MUST** return your badge to Voluntary Service. The badge is the property of the federal government.

9. KEYS

If you are issued a door key, you must safeguard it at all times. Please re-lock the door upon coming and going. Do not open or leave any doors open for anyone without permission.

10. ACCIDENTS AND INJURIES

Please report all personal accidents and injuries to your work site supervisor. If necessary, emergency medical treatment is provided. Please answer every question when completing an accident report.

11. LIFTING

Only trained employees - not volunteers - should lift patients, wheelchairs or other large items. Never lift anything you feel may injure you.

12. DISRUPTIVE BEHAVIOR

For the safety of our patients, employees, volunteers and visitors, please report any disruptive and inappropriate behavior to your work site supervisor or if you are at the UD or DD campus, call the VA Police at Ext. 7999.

13. DONATIONS

Only Voluntary Services Staff Members are authorized to receive donations. If you or your organization wishes to support the Medical Center financially or materially, please contact Voluntary Service at (706) 823-3919DD or (706) 731-7208UD for the official 'Needs List.'

14. REGULATIONS AND POLICIES

Please observe all rules and procedures for parking, food or refreshments for patients, telephone use, fire and safety, infection control, security, handling hazardous materials, equipment safety, and smoking. For questions or concerns please see your local Voluntary Services Staff.

15. PERSONAL PROPERTY

Please safeguard personal belongings brought to the Medical Center or used during the volunteer assignment. It is recommended that volunteers only bring the minimal items needed to conduct daily activities. Check with your work site supervisor regarding the available of storage for safe keeping of personal belongings. See your Voluntary Services Staff for approved items.

16. PARKING AND DRIVING ON VA PROPERTY

Volunteers may park in any parking space as long as the volunteer meets any criteria requiring the space (i.e. do not park in handicapped parking unless you are legally eligible to park there). The speed limit on campus is 15 MPH. The VA police do issue tickets for parking and speeding violations.

18. PROBATIONARY PERIOD

All volunteers are on probation until they have completed at least 20 hours.

19. TERMINATION FROM VOLUNTEER WORK

Any false information provided on the Voluntary Service application, falsification of recorded hours, or violation of Medical Center regulations and policies may lead to termination.

Volunteer Responsibilities

1. **BE SURE.** Know that you really want to help other people and have the time to do so. Know your limits.
2. **BE CONVINCED.** Don't volunteer your time unless you believe in the value of "working" in a healthcare facility.
3. **BE LOYAL.** Offer suggestions, but don't be critical, particularly in front of patients, family members, staff or other volunteers. Address it specifically to your work site supervisor.
4. **ACCEPT THE RULES.** Don't criticize what you don't understand. There may be a reason. Find the staff person who knows what it is.
5. **SPEAK UP.** Ask about policies you don't understand. Don't suppress your doubts and frustrations until they drive you away or turn you into an unhappy volunteer.

Customer Service

The patient, family, and visitors' perception of how they are treated is a major indicator of how they rate the care we provide to our Veterans. Volunteers are often the first person seen upon entering the VA Medical Center. The manner in which you interact with each person does make a lasting impression.

Remember the following:

***You** are this Medical Center.

*You are the face people see when they arrive.

*Yours are the eyes they look into when they are frightened and lonely.

*If you are noisy, so is the Medical Center. If you are rude, so is the Medical Center. If you are wonderful, so is the Medical Center.

*All they know is what they see, hear, feel, and experience. Make sure everyone walks away with a positive impression.

YOU are this Medical Center.

Distributions

No one should distribute or bring into CNVAMC any item for handout or gifts without specific permission from the Voluntary Service office or designee. Some items are **TOTALLY** unacceptable. These include drugs, such as over-the-counter medications, cigarettes, lighters, firearms, ammunition, other weapons, and any alcoholic beverages. Violation of these prohibitions may result in arrest and/or fine. If you are taking medications (including prescription medicines), you may bring them into the medical center for your use only and must keep them in a secure place.

FOOD: Always check with nursing staff before distributing any food items to patients. Patients may be diabetic or on a special diet. You may think you are doing a good deed by bringing a Veteran a food item he/she has requested, but you could do more harm than good.

RELIGIOUS MATERIALS: Chaplain Service is responsible for screening and distributing such material.

Summer Youth Volunteer Program

Youth volunteers are an important part of the CNVAMC treatment team. They will receive valuable experience and training which will benefit them in applying for college, scholarships, and for jobs. Youth volunteers are liaisons with their communities and provide a valuable element of caring in the medical center. They will be one of the millions of teen volunteers now serving across the country.

Volunteers under 18 years of age must have written parental or guardianship approval to serve as VA volunteers. The minimum age for a regularly scheduled youth volunteer is 14 years of age.

All teen volunteers will complete a Volunteer Application Form, signed by a parent or guardian, and have a TB Skin test before being assigned a position. Voluntary Service will provide orientation on the VAVS and the Medical Center program.

Through the Youth Volunteer Program, teens can make a difference in our community. Through the program, they gain the satisfaction of helping others, and they can gain enhanced confidence

and leadership skills through their accomplishments. They will know that they have reached out and helped others.

Equal Opportunity

It is important to understand and appreciate our differences. Prejudice and stereotypes keep us from getting to really know an individual and cut us off from fresh ideas. They also limit opportunities and make people feel rejected or even resentful.

Always make a point to get to know someone as an individual. Diversity can enrich your life if you:

- Are open about differences
- Don't assume anything
- Encourage questions
- Develop friendships
- Don't tell ethnic or sexual jokes
- Make your feelings known
- Remember that mistakes happen

Ethics

To assure that every citizen can have confidence in the integrity of the Federal Government, each volunteer shall adhere to fundamentals of ethical service by following the general guidelines outlined below:

- Prevent and avoid the appearance of conflicts of interest.
- With some exceptions, a volunteer must not accept a gift from prohibited sources or one given because of the volunteer's official position.
- You must not take an official action that affects your financial interests or the financial interest of the party that you are negotiating with for employment.
- You must not take an official action in circumstances where a reasonable person would question your impartiality.
- You must not use your public office, including official time, information, property or endorsements, for personal gain.
- You must not engage in any outside employment or activity that conflicts with your official volunteer duties.
- You must comply with all ethics, laws, and regulations.

REMEMBER:

- The Veteran is the most important person at the VA. His/her comfort and welfare should always be uppermost in your mind.
- Inform Voluntary Service of changes in address, telephone number, or when you terminate your assignment.

- Be punctual and dependable. Call your VA Supervisor, the VAVS Office, or Volunteer Coordinator when you cannot come in.
- Do not suggest treatment or remedies to the Veteran, nor should you discuss pension or compensation problems with the Veteran. Advise the Veteran to refer pension or compensation problems to the Veterans Service Officer (Ground Floor, Uptown Division, mornings).
- Report any unusual requests or conversations to the nurse or doctor.
- Never accept gifts or personal attentions from the Veterans.
- Never accept money from the Veteran for any reason.
- Do not work in an assignment that causes you mental or physical strain. Report such problems to your supervisor, the Volunteer Coordinator, and/or Voluntary Service for reassignment.
- Take corrective constructive suggestions kindly.
- At some point you may choose not to volunteer any longer. Please return ID badge to Voluntary Service.

Patient Rights

Every VA patient has certain rights and privileges. VA staff members and volunteers must honor these patient rights, which are posted throughout the Medical Center. Please familiarize yourself with them. If you have questions, contact your work site supervisor.

(Reference: Code of Federal Regulations (CFR) 38 Part 17, Paragraph 17.34a, Sept. 1, 1989)

Political Activity

The Hatch Act prohibits employees and volunteers from:

- Engaging in political activity while: ON DUTY
- You may not – while ON DUTY:
 - Distribute campaign materials or items
 - Wear partisan political buttons, t-shirts or other items
 - Display campaign materials or items
 - Perform campaign related chores
 - Use a VA e-mail assigned account to distribute, send or forward content that advocates for or against a partisan political party, candidate for partisan political office, or partisan political group.

If you have questions, contact Voluntary Service.

Pastoral Care

The VA Chaplain Service's primary mission is to provide for the religious and spiritual care of patients and their family members. Chaplains provide spiritual and religious care to individual patients, group/unit leadership in a variety of settings within the medical center.

No one can distribute religious materials in the VA. All religious materials must be taken to the Chaplain Service office to obtain Chief of Chaplain Service's approval. The chaplains will then place approved materials in common areas throughout the facility. Religious leaders from the community must be escorted by a VA chaplain to their congregant. Proselytizing on federal property is prohibited.

Our Veterans fought for our right to believe whatever we want – please respect their rights as well.

Privacy and Confidentiality

Volunteers will not discuss a patient's name, medical condition or other information with anyone other than appropriate Medical Center staff who can provide assistance to the patient. Improper disclosure of information can lead to a \$5,000 fine for the first offense and as much as \$250,000 for additional ones, according to the Privacy Act of 1974. In addition, the misuse or disclosure of patient medical information can result in a volunteer's termination. Volunteers will receive written or class training on the Health Insurance Portability and Accountability Act (HIPAA) annually.

Duty to Report violations:

As you perform your duties throughout the facility, you should always be vigilant for violations of privacy. Should you see anything that could be considered a privacy violation, you must take immediate action by reporting it your work site supervisor, Voluntary Service, and the Medical Center Privacy Officer, Shawanna Burch at Ext. 7603 or the Information Security Officer, Nikki Billman at Ext. 6743.

Common violations of HIPAA are:

- Staff discussing patients in elevators and hallways, whether or not names are used
- Patients being discussed during rounds where other patients or visitors may hear.
- Staff discussing the patients status with the patient and family in hallways or waiting rooms
- Medical record left unattended in hallways, on counter tops or in unlocked rooms
- Computer screens with patient information visible to patients or visitors or left unattended
- Privacy curtains or doors not fully closed in exam rooms or on a ward
- Patient information on "status boards" which is visible to other patients or visitors
- Office doors open during the discussion with or about patients

Remember: Respecting and providing for patients privacy is EVERYONE'S responsibility.

For more information on the Health Insurance Portability and Privacy Act as related to the Veterans Health Administration please visit <http://http://www.va.gov/hipaa>

Access to VA Electronic Equipment

If the assignment requires, volunteers may have access to certain government resources, such as computers, e-mail, Internet and telephone/fax service. Before obtaining these privileges, written authorization from your work site supervisor, completion of required training, and a formal request to Information Technology (IT) from your supervisory staff. And before using these resources, discuss your limits and responsibilities with your supervisor.

Pictures of Patients

Taking pictures of patients or even bringing a camera into the facility without prior approval is prohibited. If you plan to host a gift distribution or recreational activity and would like to take pictures for your organization's scrapbook or to publicize your activity, please discuss this in advance with the Voluntary Service office.

Patient Abuse

No employee or volunteer is to mistreat or abuse a patient in any way—even if provoked. This includes such acts as teasing; speaking harshly, rudely or irritably; laughing at, or ridiculing, a patient; scolding; or ignoring or being indifferent to a patient who is seeking assistance. Volunteers who witness unkindness, rudeness, or any act that could be considered patient abuse must promptly report it to their supervisor. If you are not comfortable with talking to your supervisor about the incident, then you may contact Voluntary Service. You should report the incident as soon as possible, preferably the same day.

Safety

You must report any accident involving you or a patient to your work site supervisor immediately. Even when it does not appear an injury has resulted, a report to your supervisor is important. You will receive, without cost, emergency treatment for any injury sustained while working as a volunteer. You are a member of our VA team and will be treated like an employee who may be injured while performing assigned duties. You must login/sign in to be covered as a non-compensated employee.

Patient Safety:

Volunteers witnessing any special or unusual incidents involving patients should report them immediately to their VA supervisor or the person in charge of the activity site. Examples of such incidents include:

- Patients missing from their assigned activity
- Any injuries to the patients
- Patient abuse
- Attempted suicide
- Patients damaging personal or government property

To improve patient safety, staff and volunteers will monitor, identify, evaluate and correct any actual or potentially harmful events that may have an adverse impact on the quality of patient care. Identifying patient safety issues is everyone's responsibility.

Fire and Safety Procedures:

All volunteers are expected to participate in scheduled fire drills in their work areas. Your supervisor has the responsibility to review the specific fire plan and procedures for your area. Ask your supervisor to show you in your area of assignment(s) where the fire extinguishers, exits, smoke barrier, fire walls, and manual fire alarm pull stations are located. A fire/fire drill is announced with an audible fire alarm signal in the building where the alarm is initiated. If you are with a patient when a fire alarm has sounded, return him/her to his/her assigned ward, provided it is not in the fire area. If it is, take the patient to a safe place and notify ward staff (or the nearest staff member) of the patient's safety.

When responding to a fire, the organization follows the R-A-C-E procedures.

In the event of fire, follow the R-A-C-E acronym:

- R Rescue:** Remove all persons in immediate danger from the area and close the door to the room on fire.
- A Alarm:** Activate the nearest fire alarm. Manually pull station and call ext. 2777 for Downtown Division or ext. 7777 for Uptown Division. At the CBOCs call 911.
- C Confine/Contain:** Close all doors and windows.
- E Evacuate:** Evacuate through the smoke barrier door if necessary. It is extremely important to keep patients reassured and calm while moving them to safety behind fire or smoke barrier doors.

Listen to the overhead paging system alerts, they will tell you which area(s) need to evacuate.

Where are fire extinguishers located?

You can find extinguishers in fire closets and work areas. Make sure you know their exact location in your assigned areas.

Equipment Safety:

Electrical shock accidents can be prevented. Regulations require staff or volunteers using electrical equipment to learn about safety in operations. Only use equipment as intended, and keep clothing, hair and hands away from moving parts. Check the equipment before every use for potential problems. Report any possible equipment problems to your supervisor or Engineering staff immediately.

Hazardous Spills:

All staff should know how to protect themselves from hazardous spills, which are classified as either a biohazard or chemical hazard. A biohazard spill involves body fluids, such as blood or urine, while a chemical hazard spill contains a caustic, flammable, reactive and/or toxic element.

We must isolate spills of this nature to prevent tracking or spreading the hazard. Volunteers are to notify the closest employee of the situation. The VA employee will then contact Facility Management so that appropriate cleaning procedures are followed.

VA Police

We serve a very specific patient population... a population that others might wish to harm. If you ever feel threatened by anyone (visitor, employee, volunteer, or patient), if someone seems suspicious, or if there is an unattended bag or box call the VA Police immediately!

DD ext:2888

UD ext:7888

Aiken ext:5636

Athens 706-227-4534

At the DD and UD facilities there is a silent alarm programed into every computer. See your Voluntary Services Staff for proper procedures on activating the silent alarm system.

Medical Emergency – Rapid Response Team

A medical emergency may happen at any time. If you are at one of the Augusta facilities and someone is having a medical emergency or if a patient is exhibiting agitated behavior please call the **Rapid Response Team at Ext. 7999. If you are at one of the CBOCs, you will have to dial 9-1-1.**

Infection Control

1. What do we mean by Infection Control?

Infection Control protects patients—and us. Hand washing is one of the most important things you can do to prevent the spread of infection. Everyone must work together to prevent infections in patients, employees, volunteers and visitors.

2. Why is Infection Control important?

Infections can lengthen a patient's hospital stay, cause inconvenience, pain and even death. You should take special precautions to prevent infections, even if your job does not involve direct contact with patients.

3. Why do we have an Infection Control program?

Infection Control procedures are established to prevent transmission of infectious disease to other patients, hospital personnel, visitors and volunteers. It is not always possible to identify people who have infections, so everyone has the potential to transmit communicable diseases.

4. How can you help control the spread of infection?

- a. Practice good personal hygiene. It is important to make sure your clothes, hair, and hands are always clean. Wash your hands frequently, using good hand-washing techniques. In particular, be sure to wash:
 - Before and after each patient contact
 - Before eating
 - After using the restroom
 - After blowing or wiping your nose
 - When your hands are obviously soiled
- b. Come to work **only** if you are well and free of infections.
- c. Avoid contact with body fluids (blood, urine, stool, vomit, sputum, wound drainage).
- d. Notify your supervisor and Employee Health of any situations where you might have had contact with body fluids.
- e. Do not enter an isolation room without first receiving proper training from Nursing staff. If you are visiting a patient in isolation, you may be required to use special protective equipment to prevent the spread of infection.
- f. You may be required to use special protective equipment to prevent the spread of infection.
- g. You should use utensils and gloves when handling and serving all food products. Keep service areas clean and make sure food preparation is done in a sanitary manner.

Hand-Washing Procedures

1. Completely wet your hands.
2. Apply soap.
3. Work up to good lather and spread soap suds over your hands and wrists. Get soap under and around your nails, between your fingers and backs of your hands, for at least 15 seconds.
4. Thoroughly clean jewelry you are wearing.
5. Rinse well, holding hands and fingertips down, under running water.
6. Dry thoroughly with paper towels.
7. Using the paper towel, turn off the faucet and open the door. Do not touch the faucet or door handle with your hands after washing. The faucet and door knob are considered dirty. Dispose of your paper towel in a waste bin.

An alternative to soap and water is no-rinse antimicrobial Purell™ Hand Sanitizer. Dispensers are placed throughout the facility including near the elevators, and exterior door entrances. Germ-control touchless sanitation systems are stationed throughout the facility including the entrance to each patient room. For easy use: squirt the foam in your hands, spread it over the entire area of your hands and wrists, and let dry. The Joint Commission on Accreditation of Healthcare Organizations and Centers for Disease Control (CDC) recommends washing visibly dirty or soiled hands with an antimicrobial soap and water. All soap dispensers throughout the facility are filled with an antimicrobial soap.

Suicide Prevention

Suicide prevention is a particular challenge for the VA, as the Veteran population demonstrates many of the common risk factors associated with suicide.

Stigmas associated with suicide—as well as substance abuse, depression and mental illness—can keep people from seeking help and present barriers to treatment. A Veteran's willingness to talk can be an important first step toward getting him or her assistance and preventing suicide.

Veterans Suicide Prevention Hotline

The VA's National Suicide Prevention Hotline serves to ensure Veterans in emotional crisis have free, 24/7 access to trained counselors. The VA partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) and the National Suicide Prevention Lifeline to provide this resource.

To access the hotline, Veterans can call 1-800-273-TALK (8255) and press '1.'

You can reach the CNVAMC Suicide Prevention Coordinator at 706-733-0188 Ext. 6010.

Suicide warning signs include:

- Talking about suicide
- Statements about hopelessness, helplessness or worthlessness
- Preoccupation with death
- Sudden happiness or calmness
- Loss of interest in things one cares about
- Visiting or calling people one cares about
- Making arrangements; setting one's affairs in order
- Giving things away

Suicide risk factors:

- Previous attempt(s)
- History of mental illness, alcohol and substance abuse, trauma or abuse
- Family history of suicide and child maltreatment
- Feeling hopelessness
- Impulsive or aggressive tendencies
- Barriers to accessing mental health treatment
- Loss (relational, social, work or financial)
- Physical illness
- Easy access to lethal methods
- Unwillingness to seek help because of stigmas
- Cultural and religious beliefs (noble resolution of a personal problem)
- Local epidemics of suicide
- Isolation

Veteran-specific factors that may increase suicide risk:

- Frequent deployments
- Deployments to hostile environments
- Exposure to extreme stress
- Physical/sexual assault while in the service (not only women)
- Length of deployments
- Service-related injury

Factors that can help reduce suicide risk:

- Effective clinical care for mental, physical and substance-abuse disorders
- Easy access to a variety of clinical interventions for help
- Family and community support
- Support from ongoing medical and mental health care relationships
- Skills in problem solving, conflict resolution and nonviolent handling of disputes
- Cultural and religious beliefs

Veteran Populations

The Veteran population is very diverse. Please be aware that any adult you encounter, male or female, ages 18 – 118, could be a Veteran. We have patients at every level of ability and many suffer from wounds or illnesses that are not visible. Our goal is to give individual care to each Veteran and give specific attention to the special needs related to their population group. The following are some things to keep in mind when dealing with others:

G. I. Generation: Born 1901 – 1926

This generation saved the world in World Wars I and II, then went on to define the American Dream in the post-war era. They are assertive and energetic, humble and honest. They work well with others, are community-minded, and very patriotic.

Silent Generation: Born 1927 – 1945

This generation was brought up in the shadow of the more assertive G. I. Generation. They went through their formative years during an era of extreme conformity, but also during the post-war triumph. This generation provided the leaders of the 1960's social revolt. Many are working past normal retirement age. America was a Silent-led nation from the late 1980's to the late 2000's.

Baby Boomers: Born 1946 – 1964

A combination of two distinct groups: the save-the-world revolutionaries of the 1960s, followed by self-improving individuals of the late 1970s and early 1980s. They are career-driven, ethical, assertive leaders who redefined the American family. This generation will never completely retire, and this is changing America's workplace, marketplace, and lifestyle profoundly.

Gen X: Born 1965 – 1981

This was America's first generation of latch-key kids. They grew up street-smart but isolated and often with divorced or busy dual-career parents. Gen X-ers are entrepreneurial, independent, and creative, but tend to feel disempowered. They grew up watching their leaders fail. This is America's smallest living generation. Due to their formative years, they are eager to build families and be very supportive of their children. They are becoming more successful in life.

Millennials: Born 1982 – present

America's most recent generation is quite different from Generation X. Millennials are optimistic, idealistic, patriotic, and over-parented. They admire their elders and are redefining life in their 20's by having extended adolescence. They grew up connected to others through technology – pagers, cell phones, and the internet. This is the 9/11 Generation who have struggled due to the recession of the late 2000's, but are still hopeful. They will become an excellent career generation.¹

Women Veterans

Women have served their country during every major conflict in American history. CNVAMC is committed to meeting the unique needs of women Veterans by delivering the highest quality health care to each woman, while offering the privacy, dignity, and sensitivity to gender-specific needs. The largest population of living female Veterans served during the Post-9/11 Gulf War era (2001 – present), while the largest population of living male Veterans served during the Vietnam War (1964 – 1975). As a result, the number of women using the VA for their health care needs is increasing. Please treat them with the respect and dignity that they deserve. For more information you can contact our Women's Health Program Coordinator, Paula Martin, at Ext. 5802.

¹ The Generational Imperative, Inc., 2009, <http://www.genimperative.com/AmericasGenerations.html>.

New Volunteer Orientation Test.

This test is to be taken after you read the Volunteer Handbook. A score of 100% is necessary for appointment as a WOC.

1) The mission of the Charlie Norwood VA Medical Center is to serve our Veterans with care, compassion, and commitment:

☐ True ☐ False

2) VA Volunteers help our Veterans feel at ease and their service makes a difference in how our Veterans feel about their care:

☐ True ☐ False

3) The VA Fire and VA Police emergency telephone numbers are:

☐ DD 2888 / UD 7777

☐ DD 2888 / UD 7888

☐ DD 2377 / UD 7588

☐ DD 2377 / UD 71778

4) Safety is not everyone's business.

☐ True ☐ False

5) All volunteers are on probation until they have completed at least 20 hours and 30 days of service and will not receive a meal ticket while on probation.

☐ True ☐ False

6) Anyone can distribute or bring into CNVAMC any item for handout or gifts without specific permission from the Voluntary Service office.

☐ True ☐ False

7) Volunteers are treated as employees for purposes of accidents and injury occurring while on duty:

☐ True ☐ False

8) It is acceptable to take photographs of patients without their express written permission:

☐ True ☐ False

9) Women who served in the military are Veterans:

☐ True ☐ False

10) Use alcohol based hand rub for routine hand hygiene before and after patient contacts:

☐ True ☐ False

11) Only a few volunteers work under the supervision of a staff member:

☐ True ☐ False

12) As a volunteer you need not sign in every single day you volunteer:

☐ True ☐ False

13) Volunteer uniforms are not required however, all volunteers must wear their VA ID badge:

☐ True ☐ False

14) Should you learn confidential information about a patient in our care you are allowed to share that information with other patients:

☐ True ☐ False

15) If you feel you have been the object of either verbal/physical harassment you should immediately tell as many volunteers as possible in an effort to protect them:

☐ True ☐ False

16) HIPAA stands for:

- ☐ Health Information Protection Access and Accountability Act.
- ☐ Health Insurance Provider Alert and Access Act.
- ☐ Health Insurance Portability and Accountability Act.
- ☐ Health Information Provider Alert and Access Act.

17) Respecting and providing for a patient's privacy is everyone's responsibility:

- ☐ True ☐ False

18) Should you need to heat your lunch during your break, it is acceptable to leave a toaster-microwave unattended:

- ☐ True ☐ False

Print Name: _____

Signature: _____

Date: _____

Volunteer PIV Scheduling Instructions

1. Go to <https://va-piv.com>
2. Click "Create Account"
3. Fill in the required information. Please be sure to remember your password as you will need it later.
 - a. Your Organization is: VHA
 - b. Your Applicant Type: Affiliate (non-employee, non-contractor)
4. Click "Create Account"
5. Use your email address and password to sign in
6. Click "Make Appointment"
7. Under "Location" click the drop down menu and choose: **GA – 30904 – Charlie Norwood VAMC** and click "Continue"
8. For "Activity" choose: Fingerprinting
9. A calendar will pop up, choose one of the highlighted dates (you may use the >> button to navigate between months).
10. Open appointment times will appear, click on the one you choose.
11. Under "Summary of Selections" click "Continue"
12. If everything is correct on the "New Appointment Details to Review" page, click "Confirm Appointment" and a confirmation email will be sent to you. If everything is not correct, click "Cancel Appointment" and you will be sent back to the beginning.

Note: The PIV process (fingerprinting and badging both take place in our Human Resources office located on 4D at the Uptown Division.

VOLUNTEER SCREENING CHECKLIST

*Checklist to be used for all Appointees (Title 5 / Title 38 / Hybrid / Fee Basis / WOCs / Residents / Contractors / Students / Volunteers)
All entries on the checklist must be completed, signed and dated. Retain on the left side of OPF or applicable file*

Name:		SSN (last 4 only):	N/A
Position:		Service:	
EOD:		Facility:	Charlie Norwood VA Medical Center
Type of Appointment:	RS Volunteers Computer Access VTN Drivers 		

PART A

#	REQUIRED DOCUMENTATION	Initial/Date Completed	N/A	#	REQUIRED DOCUMENTATION	Initial/Date Completed	N/A
1.	Federal Application Form or Resume			12.	Educational Degree Sighted Only applicable if Volunteer is appointed as a licensed or certified health care assignment.		
2.	Circle One: SF-52 / WOC Letter / RCVL / TQCVL / Volunteer Application Form 10-7055			13.	Education Verified Only applicable if Volunteer is appointed as a licensed or certified health care assignment.		
3.	Declaration For Federal Employment OF-306 – Suitability Issues Cleared - www.usajobs.gov Only applicable if Volunteer requires more than a SAC level background investigation.			14.	Position Risk and Sensitivity Level Designation VAF-2280 Voluntary Service		
4.	NPDB (National Practitioner Data Bank) – Only applicable for Volunteers providing direct patient care.			15.	Questionnaire for Non-Sensitive Positions SF-85 or Questionnaire for Public Trust Positions SF-85P Completed: Circle one Only applicable if Volunteer requires higher than SAC		
5.	HIPDB (Health Integrity & Protection Data Bank) – Contact HRM Officer if any discrepancy 7 th Floor HR-Downtown VA – Room			16.	Fingerprints Electronic SF-87 Submitted 4th Floor HR – Uptown Room 4D 103 By appointment only		
6.	LEIE (List of Excluded Individuals/Entities) Voluntary Service Office			17.	SAC (Special Agreement Check) Results Received		HR
7.	Valid License/Registration/Certification (Sighted) & VA Form 5-4682-2 Completed Only if applicable to assignment			18.	SAC Results Adjudicated		VSS
8.	Employment Eligibility Verification Form I-9			19.	NACI MBI BI Submitted: Circle one As applicable for Volunteer assignments requiring more than SAC		
9.	Non-citizen: Proof of Employment Authorization			20.	NACI MBI BI Received: Circle one As applicable for Volunteer assignments requiring more than SAC		
10.	Selective Service Registration Verified			21.	NACI MBI BI Adjudicated As applicable for Volunteer assignments requiring more than SAC		
11.	VETPRO Cleared – Only applicable if Volunteer is appointed as a licensed or certified health care assignment.			22.	ID Badge – Human Resources 4th Floor HR – Uptown Room 4D 103 By appointment only		

PART B

23.	Evidence of Cyber Security Training www.tms.va.gov	background-color: cyan;">		29.	Volunteer Driver Questionnaire-return to Employee Health Downtown	background-color: green;">	
24.	Evidence of Privacy Training www.tms.va.gov			30.	Copy of Current Insurance Card		
25.	PPD Test - Employee Health (2B139 Downtown – (Not on Thursdays))			31.	Copy of Driver's License/complete form		
26.	Orientation Book – Voluntary Service			32.	Driver Handbook Received		
27.	Job Description – Voluntary Service			33.	VA Driver Safety Training (keyword "driving") Vol Serv Shared Drive		
28.	Statement of Commitment			34.	Texting While Driving Training Vol Serv Shared Drive		

OPTIONAL TRACKING DOCUMENTS	Initial/Date Completed	N/A	OPTIONAL TRACKING DOCUMENTS	Initial/Date Completed	N/A
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